



SVRS TRAINING PROGRAM IS UNDER WAY

The SVRS team began the series of Track 1 Basic Computer Skills Training on August 25th in Ocean County. The initial day of training had 24 participants and was well received. By the end of August, over 75 users completed the course. The Track 1 course covers the basics of Windows XP, logging on to your computer, managing multiple windows, saving and deleting files, and how to use the internet. This 3-hour course is designed to introduce new computer users to the concepts and skills needed to be an effective SVRS user. As the sessions are being conducted, we are finding a wide range of skills and abilities.

Part of our rollout strategy is to deploy new hardware and Basic Skills Training well in advance to a county going live with the SVRS. Doing this allows the less skilled user an opportunity to practice basic skills before attending the Track 2 SVRS Functional Training. Counties should make an effort to identify those who need additional practice and allow time for them to prepare for the Track 2 training. Additional skills development can be achieved in a number of ways:

- Schedule time for users to go through the exercises in the Training Manual they received during Track 1 training.
- Pair-up the less skilled users with a more advanced user to create a mentorship program.
- Have an experienced user conduct a "Lunch 'n' Learn" weekly session covering the areas where your users may need help.
- Purchase a low-cost "Introduction to Windows XP" cd-rom course. These can be purchased from a number of sources like Office Max, Circuit City, Best Buy, as well as other stores that typically sell computer software.

Counties that take a strong interest in developing the computer skills of all their users will find a more productive and satisfied workforce when the SVRS rolls out later this fall. During our travels to the various training facilities, we have found that most counties have a wide range of courses targeted at developing computer skills so you may want to contact your county training department if supplemental training on Microsoft Office or more advanced Windows features is desired.

If you have any comments or questions about the SVRS Training programs, please call John Smith at (609) 588-4583 or email him at jsmith@covansys.com.

-- Mike Gallagher (HAVA Project Manager)



Special thanks to the following people, who have been generous with their time and suggestions during UAT and other SVRS related activities:

Mark Harris – Gloucester County Director of Elections- Mark has offered encouragement and advice throughout the developmental stages of SVRS and has agreed to host T2 training at his fine Board of Elections facility.

The UAT Testers from Burlington County – During the challenging start-up period of the User Acceptance Testing program, this group maintained a great positive attitude and made many welcome contributions to the process.

What's Happening With ...

... **Hardware, Software and Environment?**

- Installation for the end user equipment began on August 23rd, with Mercer County. Installation for the remaining 5 Pilot counties was completed the week of August 29th, and by the end of September, installation of all PCs, printers, scanners, barcode readers should be complete for all counties, except where notified otherwise.
- The IT contacts for each county were sent a communication from Chad Duling on August 24th, detailing activities which need to be completed by each county prior to the installation of the end user equipment. **If you have not received or are not aware of this information, and are responsible for supporting the installation, please contact Chad Duling immediately, at 614-220-4486.**
- All county server equipment has also been ordered from the manufacturer, and is currently being shipped to each county. County server installs begin the week of September 6th in Gloucester, Mercer and Ocean counties, and continue with a weekly schedule for all remaining counties, completing by October 7th. See your county's CLIP for your server installation week.

... **Conversion?**

- All conversion activities remain on schedule.
- The interim/second data pull cycle for the six Pilot counties is complete. They have completed their data clean-up from the Exception Reports. At this time, the conversion team is analyzing their data for any additional business rules or clean-up activity. They are notifying the counties individually, as necessary, for any additional activities which may be warranted before the Final Pull.
- For those counties scheduled to Go Live on 11/23/05, their second pull of data has been processed, and they are each working their Pull 2 Exception Reports for data clean-up.
- Counties with a 12/2/05 Go Live date have also sent their interim data pull file, and will receive their Pull 2 Exception Reports the week of September 6th. Counties scheduled for 12/12/05 Go Live will be sending their interim pull data to the conversion team that same week.

Continued...

Smooooooooothing out the bumps

We are more than 50% complete with the SVRS project. The Project Initiation, Business Needs Assessment, and Design and Implementation Planning phases are complete. The Data Conversion Phase, Software Modification and Testing Phase and Pilot Implementation Phases are well underway. Based on our experiences thus far with the pilot counties, here are some ideas as to how you can make sure all the pieceparts of the project come together smoothly for a successful rollout for your county.

1. DATA CONVERSION

The interim-pull exception reports for those counties that go live on 10/3, 10/11 and 11/23 have been made available to the appropriate county staff.

- Continue to cleanse these reports and notify Covansys when you cannot resolve issues.
- Concentrate on fixing "errors" first and then warnings.
- After fixing errors and warnings, take the opportunity to clean street numbers and names that are typos or otherwise incorrect.
- Be sure that your data is provided on the appropriate "pull" date and contact the Conversion Team in advance if a problem is perceived or anticipated.

Your contacts are:

- **Gary L. Bush**, gbush@covansys.com Cell: (502)682-8021
- **John Nielsen** john.nielsen@aradyme.com Office: (801)705-5033

2. HARDWARE/SOFTWARE/NETWORK

All materials for TI line installations, county servers, workstations, scanners and printers are on order and, in some cases, are in process of being shipped and installed.

Prior to installation of any of the hardware or communications gear, check with your local IT support to insure that all of the following actions are complete:

- Internet connectivity is available.
- The equipment received matches the equipment ordered and shipped; and the confirmation email has been returned to Covansys as requested on the 8/24 e-mail from Chad Duling.
- LAN connectivity is available for each PC, new and old.
- Location and connectivity for all printers is known and available.
- Location and connectivity for all scanners is known and available.
- All network configuration settings have been defined including IP address-range, Subnet Mask, Default gateway, and DNS settings.

Your contacts are:

- **PCs, Printers & Scanners, Communications: Chad Duling**, CDuling@covansys.com Office: (614)220-4486
- **Servers: Osama Abusamhadanah**, OABUSAMH@covansys.com, Office: (614) 220- 4432

3. TRAINING

All of the dates and locations for Track 1 (Basic Computer Skills) and Track 2 (ElectioNet™ Functional) are final. Roster planning is complete for Track 1 and in-progress for Track 2.

- Four of the Track 1 training sessions have been delivered. Please allow time for your new users to practice and prepare for the Track 2 training.
- If you have staff members, where it is just absolutely impossible for them to attend the training on the dates or the locations specified for your county schedule, then make arrangements to have them attend a training sessions that is offered at a different county.

Your contact is:

- **John E. Smith**, JSmith@covansys.com Phone: (609) 588-4583

What's Happening With ...

... Training?

- UAT Training was completed in mid-August for those individuals participating in the first phase of User Acceptance Testing. Additional UAT Training for the second phase of UAT is scheduled the week of September 6th.
- Track 1 training began on August 25th, with the first sessions occurring in Ocean County. Since then, Track 1 training has been completed for the remaining five Pilot counties and also Hudson County.
- Track 1 Training will be completed by mid-October, and when complete, approximately 179 individuals across the state will have been trained in Basic Computer Skills.
- Track 2 Training will begin the week of September 26th, when training will be conducted for Gloucester, Mercer and Ocean counties.

... User Acceptance Testing (UAT)?

- Phase I of UAT began on August 22nd. During the two-week period of UAT Phase I, over 350 test scripts were executed. Approximately 25 people participated, representing 12 counties.
- Modules tested during Phase I were Voter Registration, Duplicate Voters, Voter History, System Administration, Maintain County Data, Inquiries, Elections and Absentee Ballots. Problems reported during UAT Phase I are currently being fixed by the vendor.

S T A T U S U P D A T E

2005

2006

2007

Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb

03/01 – 4/15 Phase 1 – Project Initiation Phase

- ✓ Project Kickoff Meeting - complete 03/09
- ✓ Detailed Project Planning – complete 3/14
- ✓ **ElectionNet** Demo – complete 3/16

03/09 – 6/03 Phase 2 – Business Needs Assessment / Gap Analysis

- ✓ JAD Sessions – complete 4/15
- ✓ Requirements Documents Accepted – complete 6/3
- ✓ Initial site surveys & site visits – complete 5/12

05/03 – 8/19 Phase 3 – Design and Implementation Planning

- ✓ Technical architectures & database design – complete 8/3
- ✓ Pilot and other install schedules - complete 8/3
- ✓ Training surveys and schedules - surveys complete 7/21, schedules complete 7/26 & training locations final 8/12

05/09 – 10/25 Phase 4 – Software Modification and Testing

- ✓ Finalize Implementation Plans – pilot counties CLIPs complete 7/29; remaining counties CLIPs complete 8/3
- ❑ Conduct User Acceptance Training and Testing (8/15 – 9/23) – in progress
- ❑ Customize application – in progress

08/18 – 11/07 Phase 5 – Pilot Implementation

- ❑ Host install of Hardware and Software – in progress
- ❑ Conduct final data conversion
- ❑ Train pilot users
- ❑ Validate, correct and eliminate duplicates to converted SVRS data

**All Counties Live
by 12/19/2005**

11/08 – 12/19 Phase 6 – Staged Rollout & Deployment

- ❑ Host install of Hardware and Software
- ❑ Conduct final data conversion
- ❑ Train users
- ❑ Validate, correct and eliminate duplicates to converted SVRS data

3/14 – 12/19 Phase 7 – Conversion and Interfaces

- ✓ Identify data needs
- ❑ Test, populate, validate, cleanse and refine data - in progress

10/11 Warranty

10/26 – 2/01 Phase 8 – Project Wrap-up and Transition to Maintenance & Support

- ❑ Accept Technical Documentation
- ❑ Complete Operational Transition to new SVRS

**01/01 Maintenance & Support
(through 2007)**